



Kukadi Education Society's

SAVITRIBAI COLLEGE OF ARTS

Pimpalgaon Pisa, Tal. Shrigonda, Dist, A'Nagar - 413703

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NAAC Accredited 'C' Grade College

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Permanently Affiliated to Savitribai Phule Pune University. ID.NO.PU/AN/A/581999, Code - No. 295.

Affiliated to UGC Under Section 2 (F) & 12 (B) F.No. 8- 166/2013 (CPP-I/C) dated 7th May 2013

Late Shri. Kundlikrao Ramrao Jagtap Patil

Founder - Kukadi Education Society, Karmaveer Kundlikrao Ramrao Jagtap Patil Kukadi Co-op. Sugar Factory, Ltd. Pimpalgaon Pisa,

Outward No.

Date / /202

Grievances Redressal Policy

A Grievances Redressal Policy for college is essential to ensure that students and staff members, must have a fair and transparent system to address their complaints and concerns. Here's a policy:

Objective:

- The Grievances Redressal Policy aims to provide a mechanism for students, college staff, and members to express their grievances or complaints and seek a prompt and fair resolution.
- Scope: The policy applies to all the students, staff, and teaching and non-teaching staff college.
- Types of Grievances: The policy covers grievances related to academic, administrative, infrastructure and other college-related matters.
- Process of Filing a Grievance: The complainant can file a grievance either in writing verbally to the Grievance Redressal Committee (GRC).
- Composition of Grievance Redressal Committee: The GRC will consist of the following members:
 - a. Chairperson: A senior faculty member nominated by the Principal
 - b. Members: Two faculty members, one non-teaching staff member, and one student representative nominated by the Principal.
- Procedure for Grievance Redressal: The GRC will take the following steps to resolve the grievance:
 - a. Review the grievance and seek additional information, if required.
 - b. Investigate the matter and collect all relevant facts.
 - c. Provide an opportunity to the complainant to present their case.
- Appeal: If the complainant is not satisfied with the decision of the GRC, they can file an appeal to the Principal within 10 working days. The Principal will constitute an Appeal Committee consisting of three members, including one faculty member, one non-teaching staff member, and one student representative, within five working days. The Appeal Committee will communicate its decision within 15 working days from the date of receipt of the appeal.
- Record Keeping: The GRC and the Appeal Committee will maintain records of all grievances received, investigated, and resolved.
- Confidentiality: The GRC and the Appeal Committee will maintain confidentiality and handle the grievance with utmost sensitivity.
- Communication: The policy will be communicated to all the stakeholders of the college, including students, staff, and faculty members, through notice boards, college website, and other relevant mediums.
- Review: The Grievances Redressal Policy will be reviewed annually to ensure its effectiveness and relevance.

Smt. Anuradhatai Jagtap Patil
President
Kukadi Education Society
Pimpalgaon Pisa,

Shri. Rahuldada Jagtap Patil

(Ex.M.L.A. Shrigonda/Nagar Constituency)

Chairman

Karmaveer Kundlikrao Ramrao Jagtap Patil

Kukadi Co-op. Sugar Factory, Ltd. Pimpalgaon Pisa,

Secretary

Kukadi Education Society, Pimpalgaon Pisa,

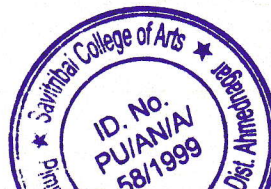
Dr. Shivajirao Dhage

Principal

M.A.,LLB.,M.Ed.,M.Phil.,Ph.D

Co-Ordinator
I. Q. A. C.

Savitribai College of Arts



PRINCIPAL
SAVITRIBAI COLLEGE OF ARTS